



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Frontier Communications - Midland, Inc.**  
**for Filing Period 1/1/2009 to 3/31/2009**  
**Tracking Number 2710**

**Performance Data - Code Part 730**

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.80	5.00	4.00	4.60
B. Operator Answer Time - Information Section 730.510(a)(1)	5.09	5.25	4.86	5.07
C. Repair Office Answer Time Section 730.510(b)(1)	34.00	20.00	30.00	28.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	269.00 *	237.00 *	164.00 *	223.33 *
E. Percent of Service Installations Section 730.540(a)	96.55 %	93.98 %	97.35 %	95.96 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535	95.83 %	100.00 %	92.68% *	95.97 %
(a)				
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.70	1.40	1.50	1.53
H. Percent Repeat Trouble Reports Section 730.545(c)	12.00 %	9.00 %	2.00 %	7.87 %
I. Percent of Installation Trouble Reports Section 730.545(f)	5.17 %	6.77 %	5.31 %	5.75 %
J. Missed Repair Appointments Section 730.545(h)	3	4	4	4
K. Missed Installation Appointments Section 730.540(d)	4	8	3	5

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$3.55	\$0.00	\$6.45	\$10.00
B. Number of credits issued for repairs - 24-48 hours	2	0	3	5
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1	0	1	2
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$10.00	\$0.00	\$0.00	\$10.00
B. Number of installations after 5 business days	1	0	0	1
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	8	14	17	39
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0